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MEDICAID MEMO

Last Updated: 03/09/2022

General Billing Instructions for the New CMS-1500 (02-12) Form — Effective April 1, 2014

The purpose of this memorandum is to provide you with the Department of Medical Assistance Services (DMAS) general billing instructions for the new CMS-1500 (02-12) form. This new form will replace the current CMS-1500 (08-05) form for claims **received on or after April 1, 2014**.

The instructions within this memo are for all providers enrolled in Virginia Medicaid who currently use the CMS-1500 form. A sample of the form is attached.

DMAS has followed the National Uniform Claims Committee (NUCC) requirements for the new form. The NUCC has established standards in the formatting of this form to facilitate the use of image processing technology such as Optical Character Recognition (OCR) and image storage. For specific printing standards information, refer to the NUCC resources for the 02-12 version, which is available on the NUCC web site at www.nucc.org.

Billing Specifics for All Providers:

Printing:

- The CMS-1500 (02-12) form is to be red OCR "dropout" ink or the exact match. There should be no contamination with "black or blue" ink.
- Font must not be smaller than 10-pitch Pica type, 6 lines per inch vertical and 10 characters per inch horizontal.

- All printing of this form must occur in accordance with the NUCC requirements.

- DMAS will not reprocess claims that are denied as a result of errors

consequential to the claim form not complying with these NUCC standards.

General Billing Requirements Changes Specific to the CMS-1500 (02-12) form:

- Locator 21: Up to 12 ICD codes can now be listed.
- Locator 24E: The diagnosis pointers are now alpha characters (A-L). Up to 4 alpha characters are allowed in this locator.

The Direct Data Entry (DDE) CMS-1500 claim form on the Virginia Medicaid Web Portal will be updated to accommodate the changes made to version (02-12). Please note that providers are encouraged to use DDE for submission of claims that cannot be submitted electronically to DMAS. Paper claim submissions should only be submitted when requested specifically by DMAS.

INSTRUCTIONS FOR USE OF THE CMS-1500 (02-12), BILLING FORM

To bill for services, the Health Insurance Claim Form, CMS-1500 (02-12), invoice form must be used for claims **received on or after April 1, 2014**. The following instructions have numbered items corresponding to fields on the CMS-1500 (02-12). The purpose of the CMS-1500 (02-12) is to provide a form for participating providers to request reimbursement for covered services rendered to Virginia Medicaid members.

SPECIAL NOTE: The provider number in locator 24J must be the same in locator 33 unless the Group/Billing Provider relationship has been established and approved by DMAS for use.

Locator	**Instructions**

1	**REQUIRED**	**Enter an "X" in the MEDICAID box for the Medicaid Program. Enter an "X" in the OTHER box for Temporary Detention Order (TDO) or Emergency Detention Order (EDO).**
1a	**REQUIRED**	**Insured's I.D. Number -** Enter the 12-digit Virginia Medicaid Identification number for the member receiving the service.
2	**REQUIRED**	**Patient's Name -** Enter the name of the member receiving the service.
3	NOT REQUIRED	Patient's Birth Date
4	NOT REQUIRED	Insured's Name
5	NOT REQUIRED	Patient's Address
6	NOT REQUIRED	Patient Relationship to Insured
7	NOT REQUIRED	Insured's Address
8	NOT REQUIRED	Reserved for NUCC Use
9	NOT REQUIRED	Other Insured's Name
9a	NOT REQUIRED	Other Insured's Policy or Group Number
9b	NOT REQUIRED	Reserved for NUCC Use
9c	NOT REQUIRED	Reserved for NUCC Use
9d	NOT REQUIRED	Insurance Plan Name or Program Name
10	**REQUIRED**	**Is Patient's Condition Related To: -** Enter an "X" in the appropriate box. 1. Employment? 2. Auto accident 3. Other Accident? (This includes schools, stores, assaults, etc.) NOTE: The state postal code should be entered if known.

10d	Conditional	**Claim Codes (Designated by NUCC)** Enter "ATTACHMENT" if documents are attached to the claim form.
11	NOT REQUIRED	Insured's Policy Number or FECA Number
11a	NOT REQUIRED	Insured's Date of Birth
11b	NOT REQUIRED	Other Claim ID

Locator		**Instructions**
11c	**REQUIRED If applicable**	**Insurance Plan or Program Name** Providers that are billing for non-Medicaid MCO copays only- please insert "HMO Copay".
11d	**REQUIRED If applicable**	**Is There Another Health Benefit Plan?** Providers should only check Yes, if there is other third party coverage.
12	NOT REQUIRED	Patient's or Authorized Person's Signature
13	NOT REQUIRED	Insured's or Authorized Person's Signature
14	**REQUIRED If Applicable**	**Date of Current Illness, Injury, or Pregnancy Enter date MM DD YY format Enter Qualifier 431 – Onset of Current Symptoms or Illness**
15	NOT REQUIRED	Other Date
16	NOT REQUIRED	Dates Patient Unable to Work in Current Occupation
17	**REQUIRED If applicable**	**Name of Referring Physician or Other Source** – Enter the name of the referring physician.

17a shaded red	**REQUIRED If applicable**	**I.D. Number of Referring Physician** - The '1D' qualifier is required when the Atypical Provider Identifier (API) is entered. The qualifier 'ZZ' may be entered if the provider taxonomy code is needed to adjudicate the claim. Refer to the Medicaid Provider manual for special Billing Instructions for specific services.
17b	**REQUIRED If applicable**	**I.D. Number of Referring Physician** - Enter the National Provider Identifier of the referring physician.
18	NOT REQUIRED	Hospitalization Dates Related to Current Services
19	**REQUIRED If applicable**	**Additional Claim Information** Enter the CLIA #.
20	NOT REQUIRED	Outside Lab?
21 A-L	**REQUIRED**	**Diagnosis or Nature of Illness or Injury** - Enter the appropriate ICD diagnosis code, which describes the nature of the illness or injury for which the service was rendered in locator 24E. Note: Line 'A' field should be the Primary/Admitting diagnosis followed by the next highest level of specificity in lines B-L. **Note: ICD Ind. Not required at this time. Effective October 1, 2014 with the implementation of ICD-10-CM, this field will be required. 9= ICD-9-CM 0=ICD-10-CM**

22	**REQUIRED If applicable**	**Resubmission Code – Original Reference Number**. Required for adjustment and void. See the instructions for Adjustment and Void Invoices.

Locator	**Instructions**	
23	**REQUIRED If applicable**	**Prior Authorization (PA) Number** – Enter the PA number for approved services that require a service authorization.

NOTE: The locators 24A thru 24J have been divided into open areas and a shaded line area. **The shaded area is ONLY for supplemental information**. DMAS has given instructions for the supplemental information that is required when needed for DMAS claims processing. **ENTER REQUIRED INFORMATION ONLY.**

24A	**REQUIRED**	**Dates of Service -** Enter the from and thru dates in a 2-digit
lines		format for the month, day and year (e.g., 01/01/14). DATES
1-6		MUST BE WITHIN THE SAME MONTH
open		
area		

24A lines 1-6 red shaded	**REQUIRED If applicable**	**DMAS is requiring the use of qualifier 'TPL'.** This qualifier is to be used whenever an actual payment is made by a third party payer. The 'TPL' qualifier is to be followed by the dollar/cents amount of the payment by the third party carriers. Example: Payment by other carrier is $27.08; red shaded area would be filled as **TPL27.08**. No spaces between qualifier and dollars. No $ symbol but the decimal between dollars and cents is required. **DMAS is requiring the use of the qualifier 'N4'.** This qualifier is to be used for the National Drug Code (NDC) whenever a HCPCS J-code is submitted in 24D to DMAS. Example: N400026064871. No spaces between the qualifier and the NDC number. **Note: DMAS is requiring the use of the Unit of Measurement Qualifiers following the NDC number in the near future. The unit of measurement qualifier code is followed by the metric decimal quantity or unit. Do not enter a space between the unit of measurement qualifier and NDC.** **Unit of Measurement Qualifier Codes:** **F2 – International Units GR – Gram** **ML – Milliliter UN – Unit** **Examples of NDC quantities for various dosage forms as follows:** 1. **Tablets/Capsules – bill per UN** 2. **Oral Liquids – bill per ML** 3. **Reconstituted (or liquids) injections – bill per ML** 4. **Non-reconstituted injections (I.E. vial of Rocephin powder) – bill as UN (1 vial = 1 unit)** 5. **Creams, ointments, topical powders – bill per GR** 6. **Inhalers – bill per GR**

Any spaces unused for the quantity should be left blank Note: All supplemental information is to be left justified.

Locator		Instructions
SPECIAL NOTE: DMAS will set the coordination of benefit code based on information supplied as follows: • If there is nothing indicated or the NO is checked in locator 11d, DMAS will set that the patient had no other third party carrier. This relates to the old coordination of benefit code 2. • If locator 11d is checked YES and there is nothing in the locator 24a red shaded line; DMAS will set that the third party carrier was billed and made no payment. This relates to the old coordination of benefit code 5. An EOB/documentation must be attached to the claim to verify non payment. • If locator 11d is checked YES and there is the qualifier 'TPL' with payment amount (TPL15.50), DMAS will set that the third party carrier was billed and payment made of $15.50. This relates to the old coordination of benefit code 3.		
24B open area	**REQUIRED**	**Place of Service -** Enter the 2-digit CMS code, which describes where the services were rendered.
24C open area	**REQUIRED If applicable**	**Emergency Indicator -** Enter either 'Y' for YES or leave blank. **DMAS will not accept any other indicators for this locator.**
24D open area	**REQUIRED**	**Procedures, Services or Supplies – CPT/HCPCS –** Enter the CPT/HCPCS code that describes the procedure rendered or the service provided. **Modifier -** Enter the appropriate CPT/HCPCS modifiers if applicable.

24E open area	**REQUIRED**	**Diagnosis Code -** Enter the diagnosis code reference letter A-L (pointer) as shown in Locator 21 to relate the date of service and the procedure performed to the primary diagnosis. The primary diagnosis code reference letter for each service should be listed first. **NOTE: A maximum of 4 diagnosis code reference letter pointers should be entered.** Claims with values other than A-L in Locator 24-E or blank may be denied.
24F open area	**REQUIRED**	**Charges -** Enter your total usual and customary charges for the procedure/services.
24G open area	**REQUIRED**	**Days or Unit -** Enter the number of times the procedure, service, or item was provided during the service period.
24H open area	**REQUIRED If applicable**	**EPSDT or Family Planning -** Enter the appropriate indicator. Required only for EPSDT or family planning services. 1. - Early and Periodic, Screening, Diagnosis and Treatment Program Services 2. - Family Planning Service

Locator	**Instructions**
24I open	

24. **I**

red- shaded

24J

open

24J

red- shaded

REQUIRED

If applicable

REQUIRED

If applicable

REQUIRED

If applicable

REQUIRED

If applicable

NPI – This is to identify that it is a NPI that is in locator 24J

ID QUALIFIER - The qualifier 'ZZ' can be entered to identify the provider taxonomy code if the NPI is entered in locator 24J open line. The qualifier '1D' is required for the API entered in locator 24J red shaded line.

Rendering provider ID# - Enter the 10 digit NPI number for the provider that performed/rendered the care.

Rendering provider ID# - The qualifier '1D' is required for the API entered in this locator. The qualifier 'ZZ' can be entered to identify the provider taxonomy code if the NPI is entered in locator 24J open line.

25. NOT REQUIRED Federal Tax I.D. Number
26. **REQUIRED** **Patient's Account Number -** Up to **FOURTEEN** alpha-numeric characters are acceptable.
27. NOT REQUIRED Accept Assignment
28. **REQUIRED** **Total Charge -** Enter the total charges for the services in 24F lines 1-6
29. REQUIRED If applicable

Amount Paid – For personal care and waiver services only – enter the patient pay amount that is due from the patient. **NOTE:** The patient pay amount is taken from services billed on 24A - line 1. If multiple services are provided on same date of service, then another form must be completed since only one line can be submitted if patient pay is to be considered in the processing of this service.

30. NOT REQUIRED Rsvd for NUCC Use

31. REQUIRED Signature of Physician or Supplier Including Degrees or

Credentials - The provider or agent must sign and date the invoice in this block.

32. REQUIRED If applicable

Service Facility Location Information – Enter the name as first line, address as second line, city, state and 9 digit zip code as third line for the location where the services were rendered. **NOTE:** For physician with multiple office locations, the specific Zip code must reflect the office location where services given. Do NOT use commas, periods or other punctuations in the address. Enter space between city and state. Include the hyphen for the 9 digit zip code.

32a open

32b red

REQUIRED

If applicable

REQUIRED

If applicable

NPI # - Enter the 10 digit NPI number of the service location.

Other ID#: - The qualifier '1D' is required for the API entered in this locator. The qualifier of 'ZZ' can be entered

Locator		Instructions
shaded		to identify the provider taxonomy code if the NPI is entered in locator 32a open line.
33	**REQUIRED**	**Billing Provider Info and PH # -** Enter the billing name as first line, address as second line, city, state and 9-digit zip code as third line. This locator is to identify the provider that is requesting to be paid**.** **NOTE:** Do NOT use commas, periods or other punctuations in the address. Enter space between city and state. Include the hyphen for the 9 digit zip code. The phone number is to be entered in the area to the right of the field title. Do not use hyphen or space as separator within the telephone number.
33a open	**REQUIRED**	**NPI –** Enter the 10 digit NPI number of the billing provider.

33b red shaded	**REQUIRED If applicable**	**Other Billing ID -** The qualifier '1D' is required for the API entered in this locator. The qualifier 'ZZ' can be entered to identify the provider taxonomy code if the NPI is entered in locator 33a open line. **NOTE: DO NOT** use commas, periods, space, hyphens or other punctuations between the qualifier and the number.

VIRGINIA MEDICAID WEB PORTAL

DMAS offers a web-based Internet option to access information regarding Medicaid or FAMIS member eligibility, claims status, check status, service limits, service authorizations, and electronic copies of remittance advices. Providers must register through the Virginia Medicaid Web Portal in order to access this information. The Virginia Medicaid Web Portal can be accessed by going to: www.virginiamedicaid.dmas.virginia.gov. If you have any questions regarding the Virginia Medicaid Web Portal, please contact the Xerox State Healthcare Web Portal Support Helpdesk, toll free, at 1-866-352-0496 from 8:00 a.m. to 5:00 p.m. Monday through Friday, except holidays. The MediCall audio response system provides similar information and can be accessed by calling 1-800-884- 9730 or 1-800-772-9996. Both options are available at no cost to the provider. Providers may also access service authorization information including status via KEPRO's Provider Portal at http://dmas.kepro.com.

"HELPLINE"

The "HELPLINE" is available to answer questions Monday through Friday from 8:00 a.m. to 5:00 p.m., except on holidays. The "HELPLINE" numbers are:

1-804-786-6273 Richmond area and out-of-state long distance

1-800-552-8627 All other areas (in-state, toll-free long distance)

Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid Provider Identification Number available when you call.